National Aeronautics and
Space Administration (NASA)

NASA Shared Services Center
Stennis Space Center, MS
39529-6000
www.nssc.nasa.gov

NASA Shared Services Center Catalog

NSCAT-1100-0006   Basic Version 1.0

Effective Date: **October 1, 2016**
Expiration Date: **September 30, 2017**

NSSC FY17 Services Catalog

Responsible Office: Support Operations Directorate

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 2 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

Approved by:

_____

Anita F. Harrell
Director, Support Operations Directorate

_____

Date Signed

_____

Kenneth L. Newton
Director, Service Delivery Directorate

_____

Date Signed

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 3 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

DOCUMENT HISTORY LOG

Status (Basic/Revision Cancelled)	Document Version	Effective Date	Description of Change
Basic	1.0	10/1/2016	Basic Release

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 4 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

Fiscal Year (FY) 17 Forward

The NASA Shared Services Center (NSSC) provides more than 60 services to NASA in the areas of Financial Management, Human Resources, Procurement, Enterprise Services, and Agency Business Support. Our diverse workforce possesses a number of unique skillsets and works not just to complete the transactions at hand, but to provide something bigger than ourselves – mission support that enables NASA to pursue its vision and accomplish its goals. Our team looks forward to continuing this tradition of service to the Agency in FY17.

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 5 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

TABLE OF CONTENTS

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 6 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 7 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

| Responsible Office: Support Operations Directorate | | |
| **SUBJECT: NSSC FY17 Services Catalog** | | |

1.0 INTRODUCTION

The National Aeronautics and Space Administration (NASA) Shared Services Center (NSSC) performs select business and technical services in a single, shared services environment. Consolidation allows the NSSC to increase operational efficiency and provide consistent levels of customer service. The NSSC provides services in five functional areas: Financial Management (FM) Services, Human Resources (HR) Services, Procurement (PR) Services, Enterprise Services, and Agency Business Support (ABS) Services. A brief description of the Fiscal Year (FY) 17 NSSC services follows with further detail contained in Sections 2.0 - 7.0, including service rates.

1.1 Financial Management Services Overview

In the area of FM, the NSSC provides the following services:

- Accounts Payable (AP);
- Accounts Receivable (AR);
- Fund Balance with Treasury (FBWT);
- Travel Voucher Audits and Payments;
- Relocation Services provided via Agency Relocation Services Contract;
- Relocation Services Contract Technical Management and Support; including Authorization Preparation; and
- Travel and Fleet Card Support.

1.2 Human Resources Services Overview

The NSSC provides the following HR services:

- Support to Personnel Programs;
- Employee Development and Training;
- Employee Benefits;
- Payroll and Time and Attendance Processing;
- HR and Training Information Systems;
- Personnel Action Processing (PAP);
- Electronic Official Personnel Folder (eOPF) Maintenance and Record Keeping;
- Financial Disclosure Processing using the Ethics Program Tracking System (EPTS);
- Online Course Management within the System for Administration, Training, and Educational Resources for NASA (SATERN);
- Off-site Training Purchases;
- On-site Training Purchases; and
- Presidential Rank Award support.

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 9 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

1.3   Procurement Services Overview

For the PR function, the NSSC provides:

- NASA Procurement Programs Support;
- Award and Administration of Grants and Cooperative Agreements;
- Award and Administration of Small Business Innovative Research (SBIR) and Small Business Technology Transfer (STTR) Contracts;
- Agency Contracting Services;
- Simplified Acquisition Threshold (SAT); and
- P-card support.

1.4   Enterprise Services Overview

The NSSC provides the following Enterprise Service:

- Enterprise Service Desk (ESD).

1.5   Agency Business Support Services Overview

The NSSC provides the following ABS service:

- Enterprise IT Business Service.

1.6   Cross-Cutting Services Overview

In support of all services, the NSSC provides:

- Institutional IT;
- Customer Contact Center (CCC); and
- Document Imaging.

1.7   Overview of Appendices

Allocation variables for each service are located in Appendix A, and prices for each service are located in Appendix B. A glossary of acronyms is provided in Appendix C. The allocation variable is the basis for service rate/price development and customer billing and is used by the NSSC to track work accomplished, cost of service delivery, and Service Level Agreement (SLA) performance.

1.8   Contact Information

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 10 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

Inquiries regarding any of the services detailed within this catalog can be made via the CCC.

NSSC CCC

Phone: 1-877-677-2123 (1-877-NSSC123)

E-mail: nssc-contactcenter@nasa.gov

Fax: 1-866-779-6772 (1-866-779-NSSC)

Online: https://www.nssc.nasa.gov/webinquiry

Please reference "NSSC FY17 Services Catalog" in your inquiry.

1.9   Vision, Mission, and Quality Policy

NSSC Vision: Unparalleled Service

NSSC Mission: To provide timely, accurate, high-quality, cost-effective, and customer-focused support for selected NASA business and technical services.

NSSC Quality Policy: The NSSC is committed to providing superior quality products and services to all internal and external customers. By using our customers' input and fact-based data analysis, we have established quality objectives that drive continuous improvement, greater efficiency, and improved customer satisfaction.

We are committed to Customer Satisfaction!

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 11 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

1.10 Unit of Measure Glossary

Rate development by service is based on total cost by service divided by a unit of measure by service. Definitions of units of measure utilized by the NSSC in FY17 are supplied in the chart below.

Transaction	The NSSC issues a charge to a NASA Center based upon a transaction. Each service's "Unit of Measure" defines what equals a transaction.
Full-Time Equivalent (FTE)	The FTE workforce is the Civil Servant (CS) workforce data obtained from N2. (N2 is the official NASA budget system where the FTE and Work Year Equivalent (WYE) data are extracted.) Some services are not transactional based and, therefore, are assessed to the Centers based upon the FTE data. Centers are billed monthly transactions fees based upon 1/12 of the budgeted FTE amount.
N2 Workforce	The N2 workforce is the total CS and contractor workforce. These data are obtained from N2. (N2 is the official NASA budget system where the FTE and WYE data are extracted.) Some services, which are not transactional or FTE based, are charged based upon the N2 workforce, which is the total of the FTE and WYE data. Centers and Mission Directorates are billed monthly based upon 1/12 of the budgeted FTE and WYE amount.

1.11 Service Level Indicators

Service Level Indicators (SLIs) are indicative of overall NSSC performance and most have a component of Service Provider (SP) performance and CS performance. The NSSC will report on SLI performance in accordance with the NSSC SLA. The NSSC shall develop remedial action plans where service standards fall below indicated SLIs, as applicable.

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 12 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

1.12 NSSC-Wide SLIs

- 90% Customer Satisfaction Rating.
- ESD, CCC, and IT Security Tools systems shall be available for use 99.95% of 24 hours per day, 365 days per year excluding scheduled outages. Requirements will be calculated as a percentage of: 24 (hours per day) X 365 (Days per year) = 8760 (hours per year); availability requirement of 99.95% equates to an uptime of 8755.6 hours per year and only permitting 4.4 hours of unscheduled downtime in that same period.
- NSSC IT systems, except those designated for ESD, CCC or IT Security, shall be available for use 99.95% between the hours of 7:00amand 7:00pm CT, or CDT as applicable, excluding weekends, Federal holidays, and scheduled outages.

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 13 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

2.0   FINANCIAL MANAGEMENT SERVICES

The NSSC provides AP, AR, FBWT, and Travel services for each of the NASA Centers and Headquarters (HQ). Additionally, the NSSC provides services for Extended Temporary Duty (ETDY) Assistance, Relocation Services, and support for the Agency Travel/Fleet Card Programs. The NSSC develops and maintains appropriate internal controls based on Generally Accepted Accounting Principles (GAAP) and NASA policy; collects information, reconciles data, and provides support to respond to requests; performs periodic reconciliations as required by NASA policy and procedures; prepares financial reports; supports various internal and external audits; and performs fiscal year-end and new-year activities.

The NSSC also provides Internal Controls to manage internal reviews and audit liaison activity for the NSSC as a Center.

For each FM activity, implementation of system solutions is imperative to decreasing the unit cost to the customer. Automation of processes and reports decreases the risk of internal control issues and allows a timely and efficient means of identifying variances and correcting the reconciling items before month end. The Document (Doc) Types used for deriving utilization for some activities may change during the year due to new Doc Types being identified within the Agency. Additionally, there is a potential for increased cost due to changes to the Agency process required as a result of Federal and/or Agency regulation or policy changes and new system implementations.

2.1   Accounts Payable

In accordance with Federal regulations and NASA policy, the NSSC processes commercial and intra-governmental invoices/bills and other accounts payable transactions.

2.1.1   Contracts, Purchase Orders, Centrally Billed Accounts, Simplified Acquisitions, Travel and Other Payables

Assembles, reviews, processes, records, reports, and reconciles commercial and government invoices/bills, government centrally billed account statements, employee reimbursements and processes the payments.

Unit of Measure: Includes the total number of projected invoice payments, including vendor credit memos, Intra-governmental Payment and Collection (IPAC) payments, and Cash Grant payments (non-advance commercial payments) for the Centers. The number of payment transactions includes all payments made using payment methods C, D, E, F, X, 5, and 6. This data is pulled using T-Code ZFI_AP_PMT_STAT with a

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 14 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

payment run date from the beginning of the FY to the end of the FY. This report is used to ensure that all Treasury confirmed payments are accurately reported for utilization. The same report is also utilized for the on-time payment metric. The number of IPAC payment transactions includes all payments using 1500 clearing document numbers and Doc Types KB, KC, ZC, and ZI using T-Code FBL1N. The number and dollar amount of Center-requested reversal transactions are pulled from the NSSC ServiceNow System and include all ServiceNow Reversal Forms that have the billable indicator populated. IPAC payments for FedMil are counted as follows: the NSSC uses the "adopted" method of processing these transaction types. If each of the items has cost and funding, it will be counted as one unit of measure. For example, if you have 500 items and 450 have cost and funding, processing of the 450 items will be counted as one unit of measure. For the remaining 50 items that are processed later, they will be counted as an additional unit of measure, if all 50 have cost and funding. If only 45 have cost and funding, then the 45 will be counted as a unit of measure. The remaining five will be counted as a unit of measure, if all five have cost and funding, etc. The utilization is counted each time the item is processed/handled, because it equates to a transaction in the system, which is then billable. For Working Capital Fund (WCF) Advances and Liquidations, the NSSC processes Form 76 received from the Centers requesting an advance and liquidation be performed for services that the NSSC performs for the Centers. The down payment request is posted as Doc Type KD to the applicable vendor #139217; the liquidation is Doc Type KR with a General Ledger (GL) indicator of Q.

Additional Cost Drivers: Processing reversals of invoice/IPAC payments, lack of standardized processing for receipt of invoices, audit and investigation inquiries, and high volume of help desk tickets.

FY17 Service Rate: $88.40

Service Level Indicator:

- Process 98% of payments on time.
- Pay no more than $200 interest penalties per $1,000,000 in payments.

2.1.2 Grant Advance/Standard Form (SF) 425 Payables

Monitors grant advance transactions to ensure 'Final' Standard Form (SF)-425 Federal Financial Reports (FFRs) are accurately reconciled between NASA accounting systems and the Department of Health and Human Services Payment Management System (DHHS/PMS).

Web: www.nssc.nasa.gov/ap

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 15 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

2.2   Accounts Receivable

In accordance with Federal regulations and NASA policy, the NSSC provides consolidated billing and collection for reimbursable and non-reimbursable AR.

Unit of Measure: Includes all AR actions (billings, collections, and write-offs) initiated for the Centers. Transactions include entry of an AR action (direct or reimbursable (Doc Types DR, RV, WO, and WV)), collection of that action (Doc Types AR, DA, DG, DP, DW, DX, DZ, EF, ET, HF, HT, NP, PF, PT, RL, ZQ, and ZX), and collections of overpayments without a billing action (direct or reimbursable). Doc Type MR is the second of the two steps required in posting a journal voucher transaction. The Centers are charged for the first step when the collection is posted in SAP.

This data is pulled using T-Code FBL3N OR FBL5N. Utilization data include partial payments and royalty payments. The variants are the Doc Types listed above, and the data are also filtered by FY ZEPY customers (employee debt) are included in utilization because the NSSC is responsible for processing transactions in Systems, Applications, and Products in Data Processing (SAP) for these customers. The NSSC utilizes Doc Types DG, DR, WO, and WV to calculate the data for ZEPY customers. Utilization includes Special GL indicators in variants, which includes postings for down payments, interest, penalties, and administrative fees.

The NSSC is responsible for depositing collections (including collections received for down payments). The NSSC utilizes ServiceNow as a means of determining how many down payments were received and processed.

FY17 Service Rate: $55.18

Service Level Indicator:

- 98% of bills will be created without error attributed to the NSSC.

Web: www.nssc.nasa.gov/ar

2.3   Fund Balance with Treasury and FMS 224/Reconciliation and Reporting

In accordance with Federal regulations and NASA policy, the NSSC reconciles and reports NASA's cash transactions (i.e., collections, disbursements, advances, and related cash adjustments). The NSSC:

- Performs daily and monthly reconciliation;
- Initiates reclassification of Treasury Account Symbols;
- Performs cumulative FBWT reconciliation; and

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 16 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

- Produces reports.

Unit of Measure: The number of transactions will be the sum total for AP, AR Collections, and Travel payments. The calculation is based on the number of transactions due to the fact that researching, resolving, and tracking statement of differences is done at the transaction level, not the payment schedule level. Additionally, the cost used to determine the rate for FBWT is the cost associated with the performance of FBWT; it does not include the cost associated with AP, Travel, or AR. Therefore, the cost is not double counted.

Additional Cost Drivers: Delay in receipt of cost or approval for invoices and reversing invoices.

FY17 Service Rate: $5.26

Service Level Indicator: Not applicable.

Web: https://www.nssc.nasa.gov/fbwt

2.4   Travel Services

In accordance with Federal regulations and NASA policy, the NSSC provides travel reimbursement services for all authorized Agency travel including domestic, foreign, local, ETDY, and Change of Station (COS). Additionally, the NSSC facilitates and supports the administrative processes as the Agency Program Coordinator for travel/fleet card services by providing assistance to Agency Program Coordinators for travel/fleet card activities.

2.4.1 Domestic Travel Voucher and All Travel Advances

Unit of Measure: Domestic travel payments and all advances issued (domestic, foreign and COS). The utilization includes payments reissued for various reasons (e.g., treasury cancellation due to incorrect traveler vendor record). Domestic travel utilization does not include domestic ETDY, as those transactions are included in the ETDY Travel Voucher Payment utilization section 2.4.4. Domestic vouchers are Doc Type ZT. Advances issued are Doc Type ZE. Liquidations of domestic advances occur on a separate document from the payment and are not counted as an additional transaction for utilization purposes. The SAP Query NSSC Travel Payment Group Payment Activity is used to derive the utilization data.

Additional Cost Drivers: Insufficient documentation or justification upon submission of vouchers resulting in additional follow up with travelers and/or preparers. Additionally,

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 17 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

error rates drive supplemental actions needed after audit (amendments and bills of collection).

FY17 Service Rate: $32.58

Service Level Indicator:

- Validate and process 85% of domestic travel vouchers within 4 business days of receipt of complete travel voucher (including adequate funding).

Web: www.nssc.nasa.gov/domestictravel

2.4.2 COS Travel Voucher Payments

Unit of Measure: COS payments for en route, house hunting, direct reimbursement real estate related expenses, home marketing incentive payments, direct reimbursement property management related expenses, self-move transportation, storage of household goods, temporary quarters subsistence expenses, miscellaneous expense allowance, and Relocation Income Tax (RIT) Allowance. Income Tax Reimbursement Allowance (ITRA) is also included for long-term ETDY personnel. Utilization includes all payments reissued for various reasons (e.g., treasury cancellations due to incorrect traveler vendor record). COS voucher payments are Doc Type ZU. Liquidations of COS advances occur on a separate document from the payment and are not counted as an additional transaction for utilization purposes. Utilization is determined from SAP Query SQ01 – NSSC Travel Payment Variant.

Additional Cost Drivers: Insufficient documentation or justification upon submission of vouchers resulting in additional follow up with travelers and/or preparers. Additionally, error rates drive supplemental actions needed after audit (amendments and bills of collection).

FY17 Service Rate: $384.61

Service Level Indicator:

- Validate and process 85% of Permanent Change of Station (PCS)/Temporary Change of Station (TCS) travel vouchers within 15 business days of receipt of complete voucher (including adequate funding).
- Validate and process 85% of en route, miscellaneous expense allowance, fixed temporary quarters, and house hunting (fixed/actual) COS vouchers within 6 business days of receipt of complete voucher (Including adequate funding).
- Validate and process 85% of actual temporary quarters, real estate, constructive, and all other vouchers within 15 business days of receipt of a complete voucher

Responsible Office: Support Operations Directorate

SUBJECT: NSSC FY17 Services Catalog

(including adequate funding).

- Validate and process 85% of RIT Allowance and ITRA vouchers within 30 business days of receipt of a complete voucher (including adequate funding). Processing of RIT allowance and ITRA vouchers are dependent upon annual software updates, which typically occur in the Q2 of each calendar year.

Web: https://www.nssc.nasa.gov/changeofstation

2.4.3 Foreign Travel Voucher Payments

Unit of Measure: Foreign travel voucher payments. The utilization includes payments reissued for various reasons (e.g., treasury cancellation due to incorrect traveler vendor record). Foreign travel utilization does not include foreign ETDY, as those transactions are included in the ETDY Travel Voucher Payment utilization section 2.5.3. Foreign vouchers are Doc Type ZO. Liquidations of foreign advances occur on a separate document from the payment and are not counted as an additional transaction for utilization purposes. The SAP Query NSSC Travel Payment Group Payment Activity is used to derive the utilization data.

Additional Cost Drivers: Insufficient documentation or justification upon submission of vouchers resulting in additional follow up with travelers and/or preparers.

FY17 Service Rate: $384.61

Service Level Indicator:

- Validate and process 85% of foreign travel vouchers within 5 business days of receipt of complete travel voucher (including adequate funding).

Web: www.nssc.nasa.gov/foreigntravel

2.4.4 ETDY Travel Voucher Payments

Unit of Measure: All ETDY voucher payments. Utilization includes payments reissued for various reasons (e.g., treasury cancellation due to incorrect traveler vendor record). Liquidations of ETDY advances occur on a separate document from the payment and are not counted as an additional transaction for utilization purposes. The SAP Query NSSC Travel Payment Group Payment Activity is used to derive the utilization data.

Additional Cost Drivers: Insufficient documentation or justification upon submission of vouchers resulting in additional follow up with travelers and/or preparers.

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 19 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

FY17 Service Rate: $384.61

Service Level Indicator:

- Validate and process 85% of ETDY travel vouchers within 5 business days of receipt of a complete travel voucher (including adequate funding).

Web: https://www.nssc.nasa.gov/extendedtravel

2.5 Relocation Services Provided via Agency Relocation Services Contract

Services provided by the relocation contractor include:

- Entitlement counseling;
- Destination area services;
- Home sales services/Guaranteed Home Sale (GHS);
    - o Amended value sale;
    - o Appraised value offer;
    - o Buyer Value Option; and
    - o Home marketing assistance;
- Property management services;
- Household Goods (HHG), move management, and storage services; and
- Agency customization services;
    - o Reports; and
    - o Training.

Unit of Measure: Number of COS moves with GHS and/or HHG shipments for each Center. NOTE: These data are collected for estimating each Center's potential utilization of the Agency relocation services contract. GHS and HHG shipment costs will continue to be paid directly by the Centers through purchase requests forwarded to the NSSC for issuing delivery orders against the Agency contract. The Center purchase requests will be in advance of approving COS travel authorizations requiring Agency relocation services contract support.

FY17 Service Rate: Not applicable. (Centers fund actions associated with personnel moves via purchase request.)

Service Level Indicator: Not applicable.

Web: Not applicable.

2.6 Relocation Services Contract Technical Management and Support

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 20 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

Provides relocation services contract technical management and support for all NASA employees, Centers, and associated facilities. The NSSC:

- Estimates/creates authorizations and obligates funding for both direct reimbursement and contract services;
- Performs contract management;
- Reconciles and approves contractor invoices;
- Assesses contractor performance; and
- Resolves problems with relocation contractor.

Unit of Measure: The number of COS orders and amendments for the Center. Centers may utilize an average of the actual number of moves from previous years to estimate the utilization unless more accurate data are available.

FY17 Service Rate: $3,120.13

Service Level Indicator:

- 90% of approved COS Travel Authorizations will be delivered to the traveler within 25 business days from receipt of a complete and accurate Relocation Web Form from the Center.

Web: www.nssc.nasa.gov/changeofstation

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 21 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

3.0 HUMAN RESOURCES SERVICES

The NSSC provides HR services that provide Support to Personnel Programs, Employee Development and Training, Employee Benefits, Payroll and Time and Attendance Processing, Human Resources Information and Training Systems Operations and Maintenance, PAP, eOPF Maintenance and Record Keeping, Financial Disclosure Processing, Online Course Management, Off-Site Training Purchases, and On-Site Training Purchases.

3.1 Support to Personnel Programs

Provides a variety of HR Support Personnel activities. The NSSC:

- Provides administrative support to the Agency Drug-Free Workplace Program in accordance with mandatory guidelines for federal drug testing programs;
- Responds to general NASA employment inquiries;
- Processes the Agency's position classification appeals;
- Provides administrative and clerical support to the Agency's awards program;
- Prepares and distributes employee notices;
- Provides information to the Agency's HR Specialists regarding transactional and operational activities of HR programs within the Agency;
- Develops, designs, produces, and delivers informational materials related to a variety of HR Agency programs including Websites, desk guides, brochures, recruitment tools, training manuals, and user manuals;
- Prepares Senior Executive Services (SES) case documentation; and
- Conducts Suitability Adjudications.

Unit of Measure: FTE as validated against N2.

FY17 Service Rate: $233.88

3.1.1 Drug Testing Administration

Supports the administration of the Agency Drug-Free Workplace Program in accordance with the current Substance Abuse and Mental Health Services Administration (SAMHSA) Mandatory Guidelines for Federal Drug Testing Programs, NASA's Drug-Free Workplace Program policies and distributed publications from SAMHSA or Office of Human Capital Management (OHCM).

To administer random and voluntary testing within the prescribed timeframes, the NSSC:

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 22 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

- Tests a minimum of 25% of Testing Designated Positions (TDPs) for random drug testing each year;
- Generates random test lists for all NASA Centers, including HQ;
- Delivers employee test notifications to the applicable Center Personnel prior to the scheduled random and voluntary testing;
- Sends the test results to the employee and/or appropriate Center Personnel following receipt of test results from the Medical Review Officer (MRO);
- Maintains current list of NASA employees in a TDP and NASA employees that volunteer to be included in the random testing pool;
- Secures licensed software required to manage all aspects of a Drug-Free Workplace Program;
- Sends and tracks employee notifications of TDP to each applicable NASA employee;
- Ensures Federal Custody Control Forms, supplies, quality control specimens, and test logistics are completed in accordance with the applicable SAMHSA Mandatory Guidelines;
- Coordinates and schedules the drug testing dates and locations for NASA Centers, HQ, Facilities and remote locations prior to the random and voluntary drug test, including deferrals;
- Coordinates retests of specimens with the applicable entities including laboratories, collectors and Center personnel, as needed;
- Ensures the specimen collection process complies with SAMHSA's collection policies;
- Oversees the specimen collection process at each NASA Center, including HQ, as needed; and
- Prepares and submits the Annual Survey Report.

To administer reasonable suspicion and post-accident or unsafe practice testing, the NSSC:

- Ensures the test justification provided by the Center Management Official complies with the test criteria provided by OHCM; and
- Schedules the reasonable suspicion test; ensures specimen collection is completed and complies with SAMHSA's collection policies; delivers test notifications to appropriate Center Personnel; and sends test result notifications to the employee and/or appropriate Center Personnel, within all established timeframes.

To administer pre-employment testing, the NSSC:

- Sends the pre-employment drug test packet to the applicant/employee following publication in the Workforce Transformation Tracking System (WTTS);
- Coordinates retests of specimens with the applicable entities, such as

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 23 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

laboratories, collectors and appropriate Center personnel; and

- Provides test results to the appropriate Center personnel within established timeframes.

To administer follow-up testing, the NSSC:

- Tracks and tests employees within the timeframe requested by the Center personnel;
- Coordinates retests of specimens with the applicable entities, such as laboratories, collectors and appropriate Center Personnel; and
- Delivers test notifications to appropriate Center personnel and sends test result notifications to the employee and/or appropriate Center personnel, within established timeframes.

For the NASA MRO, the NSSC:

- Secures and maintains an MRO vendor that maintains certification by a nationally recognized entity approved by the Department of Health and Human Services (HHS);
- Ensures all MROs have received all training required under SAMHSA;
- Verifies that the MRO vendor is not an employee of, agent of or have any financial interest in the vendor providing drug testing laboratory services for the Agency and that the MRO vendor will not derive any financial benefit by having the Agency use a specific drug testing laboratory;
- Ensures that the MRO vendor is current on regulation or policy changes and that all changes are implemented in a timely and accurate manner;
- Ensures MRO(s) adhere to the Privacy Act, 5 U.S.C. 552(a) as outlined in the Department of HHS, SAMHSA Mandatory Guidelines; and
- Ensures that all MRO services are provided in accordance with applicable Federal and Agency regulations, policies and instructions (Attachment J-22, References).

Service Level Indicator: Not applicable.

Web: www.nssc.nasa.gov/drugtesting

3.1.2 General Employment Inquiries

Responds to various general employment inquiries received from the public. Inquiries include requests for information on subjects such as where to apply for a NASA position, NASA's ability to hire non-citizens or volunteers, persons with disabilities and rights for veterans and student employment.

Service Level Indicator: Not applicable.

NSSC Catalog	NSCAT-1100-0006	Basic Version 1.0
	Number	
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 24 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

Web: www.nssc.nasa.gov/workfornasa

3.1.3 Adjudication of Position Classification Appeals

Coordinates, evaluates and adjudicates the Agency-level position classification appeals after receipt of a complete, accepted appeal package. The NSSC:

- Receives accepted appeals from the Agency Classification Program Manager;
- Collects supporting documentation from Center classification appeals Points of Contact (POC);
- Coordinates and schedules job audits and discovery interviews with involved parties;
- Conducts the job audits and leads the interviews; and
- Makes informed position classification recommendations, develops the written position evaluation statements and assembles the position classification appeals packages, which includes a position evaluation, final decision, and evaluation reports.

Service Level Indicator: Not applicable.

Web: https://www.nssc.nasa.gov/classification

3.1.4 Employee Recognition and Awards Processing

Provides functional, administrative and clerical support to NASA's Agency-level Awards program. This includes supporting the award nomination process and providing award deliverables Agency-wide. The NSSC:

- Develops the Agency Honor Award Nomination Call Letter;
- Works with NASA Centers to ensure timely submission of awards through the NASA Automated Awards System (NAAS);
- Establishes and supports the Agency Expert Panels (EP);
  - Prepares Agency Honor Award review packages for EP members;
  - Provides NAAS training for EP recorders;
  - Monitors and manages nomination decisions;
- Provides support to the annual Agency Honor Ceremony (at NASA HQs);
  - Prepares invitations;
  - Provides support to Development of Information Materials for the design and delivery of materials in support of the Agency Honor Awards;
  - Provides on-site staff to coordinate the actual ceremony logistics;
- Prepares and delivers Agency-level recognition items to Center Awards Officers for award ceremonies;
- Notifies the Center Awards Officers of employees selected for

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 25 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

awards/recognition;
- Produces and distributes Agency approved Center-level awards materials to the Center for award ceremonies;
- Administers the Agency External Honor Awards program;
    - Maintains and routinely distributes the central listing of the Agency-recognized external awards;
    - For External Awards requiring the NASA Administrator's approval or signature:
        - Collects employee information required for nominations;
        - Reviews, prepares, and tracks all Agency External Awards submission packages;
        - Submits approved package to the external Agency on behalf of NASA; and
        - Sends notification of selection to NASA organizations/Center Awards POCs of the award recipients;
- Updates and maintains the Agency Awards Calendar (AAC) with input from OHCM and Center Awards Offices;
- Provides awards records management, maintenance, and reporting;
- Supports the purchase and maintenance of an appropriate inventory of NASA-determined and approved Agency-level award items;
    - Agency-level award recognition and notification item examples include certificates, medals, plaques, length of service pins and letters;
- Updates and maintains all Agency electronic award certificate templates;
    - Distributes the appropriate Center-level electronic award certificate templates for Center printing of On-the-Spot awards; and
    - Ensures all electronic award certificate templates comply with NASA Communication Materials Review standards and requirements.

Additional Cost Drivers: Reproduction and reshipment of awards certificates when incorrect award data is provided in NAAS. Compressed Honor Awards timeframes and changes in Agency policy can also drive costs.

Service Level Indicator:

- 98% of Awards/recognition items/supplies are to be delivered to Center Awards POC/recipient accurately and on-time as negotiated between the NSSC SP, NSSC CS and the customer.

Web: www.nssc.nasa.gov/awards

3.1.5 Preparation and Deployment of Employee Notices

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 26 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

Develops and deploys Agency-wide employee notices. This includes required annual employee notifications related to Federal law and regulatory provisions, employee rights, and employee benefits.

Service Level Indicator: Not applicable.

Web: www.nssc.nasa.gov/employeenotices

3.1.6 Development of Information Materials

Designs, produces, develops and delivers information materials, within the agreed upon timeline, for a variety of Agency HR programs and for NSSC internal requests. The NSSC:

- Obtains bids and develops an initial cost estimate for customer approval;
- Creates requested products to meet the needs of the targeted audiences, NASA employees, and/or the general public; and
- Develops materials within the guidelines of the NASA and NSSC approved style formats and branding standards.

Service Level Indicator: Not applicable.

Web: https://www.nssc.nasa.gov/informationmaterials

3.1.7 Suitability Adjudications

Provides functional and administrative support and prepares new hires, periodic suitability reinvestigations for agency employees in positions of public trust, and suitability investigations for agency employees who move into positions of public trust due a change in their positions risk level (such as through promotion/demotion, reassignment, or position re-designation). Provides suitability adjudication decisions in accordance with applicable federal laws, regulations, Office of Personnel Management (OPM) guidance, and NASA policies. The NSSC:

- Identifies appointees/employees who require personnel security investigations in support of agency suitability;
- Validates need, and for those who are found to require investigation:
  - Ensures investigations are initiated within 14 calendar days of entry-on-duty for agency new hires; or
  - Ensures five-year periodic reinvestigations are initiated on employees in position of public trust; or
  - Ensures new investigations are initiated on employees who experience a change in position risk level.

NSSC Catalog	NSCAT-1100-0006	Basic Version 1.0
	Number	
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 27 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

Service Level Indicator: Not Applicable.

Web: https://www.nssc.nasa.gov/suitability

3.1.8 SES Case Documentation

Supports NASA SES Appointments, SES Candidate Development Program (CDP), and Presidential Rank Awards (PRA) programs.

Service Level Indicator:

- 90% of finalized Executive Core Qualification (ECQ) Presentations and Mentor Evaluations for the SES CDP will be forwarded to the Center no later than 30 business days after receipt of a completed package.
- 100% of SES Appointment ECQ documents that are received at the NSSC by the established timeline will be delivered to OHCM prior to two business days before the OPM deadline.
- 100% of PRA Nominations that are received at the NSSC by the established timeline be forwarded to OHCM prior to five business days before the OPM deadline.

Web: www.nssc.nasa.gov/ses

3.1.8.1 NASA (SES CDP) Certification Support

Upon completion of the SES CDP program, the candidates are required to submit documentation for OPM SES Certification through submission to the OPM Qualifications Review Board (QRB). The NSSC:

- Assists the candidate in the preparation of the SES CDP ECQ presentation and Mentor Evaluations to meet OPM guidelines and approved formats, as well as NASA and NSSC style guidance and branding standards;
- Updates the Executive and Schedule C System (ESCS) to create the Criterion B Case and provide a copy of the ESCS Success page to the Agency Program Manager;
- Ensures that the final submission documentation is submitted to the Center POC following receipt of a complete package at the NSSC; and
- Provides regular status updates to Agency/Center POC on the progress of the documents from receipt through the Center-level approval process.

3.1.8.2 SES Appointment Certification Support

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 28 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

Upon selection of a candidate for an advertised SES position at a NASA Center, a candidate must receive OPM SES certification prior to being placed in the position. The NSSC supports this process by working closely with the candidate to ensure a complete, accurate package is submitted to the OPM QRB. The NSSC:

- Assists the candidate in perfecting the ECQ documents to meet OPM guidelines and approved formats, as well as NASA and NSSC style guidance and branding standards;
- Forwards candidate approved final documentation to the Center POC for review and concurrence;
- Forwards Center approved final documentation to the Agency Program Manager for approval and submission to the OPM QRB;
- Updates the ESCS to include building the individual record and creating the QRB case and providing a copy of the ESCS success page to the Agency Program Manager;
- Provides regular status updates to Agency/Center HR POC on progress of the documents from receipt through the Agency approval process;
- Prepares rewrites and resubmissions in the cases of QRB rewrite requests or disapprovals, within the prescribed timeline; and
- Works with the candidate to refine the resume in support of the ECQs for submission to OPM.

3.1.8.3 Presidential Rank Award Support

OPM issues a call to Federal Agencies for PRA nominations annually.

The NSSC supports the PRA process in accordance with the Agency and OPM regulations and guidelines. OHCM will provide the final nominee's names and one-page Biographical and Career Summaries to the NSSC. The NSSC (SP) works with the nominee and the Center/HQ Executive Resources POC to develop the three-page Career Achievement Justification Statement, which is added to the nomination package being submitted to OPM for selection.

3.2 Employee Development and Training

Provides transactional and administrative type support for standard and unique training requirements such as training data entry, administration of the Agency's learning management system (LMS) and survey and assessment support.

Unit of Measure: FTE as validated against N2.
Additional Cost Drivers: Detection and correction of data errors in SATERN.

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 29 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

FY17 Service Rate: $69.84

Service Level Indicator: Not Applicable.

Web: www.nssc.nasa.gov/training

3.2.1 Training Data Entry

Enters employee training data into NASA's automated LMS for each training instance to produce updated training histories. Source documents include internal and external course requests, learning history, approved training forms, attendance and completion data, and course information.

3.2.2 Administration and Oversight of the Agency Learning Management System

Supports SATERN, the Agency LMS. The support activities referenced below shall consider customer needs and feedback as expressed through the identification of Agency and Center-specific training needs, system functionality comments as well as advances in online training capabilities. The NSSC:

- Completes all Incident Service Requests related to this activity at the lowest level possible;
- Supports Center Training Offices with Agency Course Catalog maintenance;
- Supports all Agency Training Certification Programs, to include Supervisor Training Certification and Science, Technology and Exploration Program;
- Verifies attendance/completion of training tracked within the LMS; and
- Supports Center Training Offices with the administration of courses. This applies to all scheduled offerings, whether purchased or no-cost. Examples of these duties are "reserve" seats for specific courses, track reservations against available seats, and maintain a "waiting list," if necessary. The reserved seats may be set aside for a single organization or for multiple organizations.

3.2.3 Support to Surveys and Assessments

Supports, coordinates, facilitates, and administers customer/Agency surveys, to include Employee Exit Surveys, new hire surveys, Office of Diversity and Equal Opportunity (ODEO) surveys and studies of interest to the Government, as requested. The Agency/Centers retain content definition, determination of appropriate software/tools, definition of implementation plan/schedule, analytical reasoning and analysis, and development of conclusions and recommendations.

3.3 Employee Benefits

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 30 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

Provides general administrative, advisory, and transactional support for federal benefits programs to all NASA employees. The NSSC:

- Counsels employees on all federal benefits;
- Calculates retirement estimates;
- Calculates military deposits, civilian deposits/redeposit and voluntary contributions;
- Processes retirement and survivor packages for NASA employees;
- Supports on-boarding/in-processing for newly selected NASA employees and current employees with transfers/reassignments who are identified in WTTS;
- Administers the Advanced Sick Leave, Voluntary Leave Transfer and Voluntary Leave Bank Programs;
- Administers NASA's Federal Employees Workers' Compensation Program; and
- Administers NASA's Unemployment Compensation (UC) Program.

Unit of Measure: FTE as validated against N2.

Additional Cost Drivers: Late publishing of gains/losses in WTTS causing expedited actions.

FY17 Service Rate: $170.72

3.3.1 Benefits and Survivor Counseling

Examples of key benefits programs are: Federal Employees Group Life Insurance (FEGLI), Federal Employee's Health Benefits (FEHB), NASA Employee's Benefits Association (NEBA), Thrift Savings Plan (TSP), Federal Long Term Care Insurance Program (FLTCIP), Federal Employee Dental Vision Insurance Program (FEDVIP) and Flexible Spending Account (FSA). The NSSC:

- Counsels employees, selectees, and other authorized parties on entitlements, necessary forms, and/or method to enroll, file, and/or claim benefits;
- Accommodates benefit counseling sessions by telephone, electronic means, and/or face-to-face at the NSSC;
- Provides accurate information and calculations, such as service computation date, based on the most current Federal law, NASA regulations, and OPM guidance;
- Provides advice to employees and employment candidates on entitlements and the timeframes and methods in which to file for such benefits;
- Prepares summary of benefits for use in litigation and /or civil complaints and grievances;
- Reviews employee's eOPF to ensure that all required benefits documentation is

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 31 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

contained in the employee's Official Personnel Folder (OPF) and add all documents found to be missing in accordance with OPM's Guide to Recordkeeping;

- Reviews enrollment and claim forms to ensure appropriate entitlement, completeness, accuracy and receipt of necessary documentation;
- Reviews benefits elections, compile forms, letters and enclosures for separation and Leave Without Pay (LWOP) packages and provide package to employees. Notifies insurance carriers as needed.
- Requests and reviews medical documentation for Incapable Self-Support eligibility determination and approval. Upon approval, submit paperwork to needed insurance carriers.
- Processes Temporary Continuation of Coverage (TCC) enrollments;
- Informs the employee of the reconsideration process should the employee be determined not qualified to make a benefit election;
- Processes employee FEGLI survivor claims (the death of a dependent);
- Processes new enrollments and changes to benefits in FPPS, ensuring that forms and/or documentation are filed in the eOPF according to OPM's Guide to Personnel Recordkeeping;
- Works with appropriate agencies (e.g. Department of the Interior (DOI), MetLife, OPM, TSP, etc.) to resolve inquiries and requests to ensure the employee is receiving the appropriate benefits coverage and/or premium charges and correct errors when detected; and
- Provides documentation required for debt validation.

Additional Cost Drivers: Multiple counseling sessions for single survivor event and expedited requests.

Service Level Indicator: Not Applicable.

Web: www.nssc.nasa.gov/benefits

3.3.2 Retirement Estimates and Package Processing

Calculates retirement estimates, prepares retirement packages, and counsels employees. For estimates, the NSSC:

- Receives request from employee and ensures appropriate documentation is included and complete;
- Calculates and provides annuity estimates and certified summaries to employees;
- In accordance with OPM's Guide to Recordkeeping, reviews employee's eOPF to ensure that all required benefits documentation is contained in the employee's

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 32 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

eOPF and include all documents found to be missing;

- Reviews previous military and civilian service and determine creditability; and
- Requests missing documentation from employees and other agencies (e.g. Social Security Earnings, completed deposit receipts, etc.).

For retirement packages, the NSSC:

- Informs employees and other authorized parties of the necessary forms/applications, and/or methods to apply for retirement (Disability, Optional, Discontinued Service Retirement (DSR), Voluntary Early Retirement Authority (VERA), Phased Retirement, and Special). Calculate and provide annuity estimates and certified summaries to employees;
- Provides employee and spouse with FEHB verification for Medicare if eligible;
- Reviews applications for retirement (e.g., Disability, Optional, DSR, VERA, Phased and Special);Tracks all "begin my retirement application requests" and keeps employees informed of the application progress;
- Informs employees and other authorized parties of the necessary forms/applications to make a deposit or redeposit of civilian and/or military time;
- Refers applications for civilian and/or military deposits and redeposit to the Civilian and Military Deposit/Redeposit Processing Team;
- Ensures that all applicable forms are scanned and uploaded into the eOPF according to OPM's Guide to Personnel Recordkeeping;
- Completes and saves required application forms in GRB Assist or other authorized system;
- In accordance with OPM's Guide to Recordkeeping, reviews employee's eOPF to ensure that all required benefits documentation is contained in the employee's eOPF and include all documents found to be missing;
- Processes SF 52, Notification of Personnel Action, in the DOI Federal Personnel and Payroll System (FPPS) by coding the proper nature of action and legal authority in accordance with OPM's Guide to Processing Personnel Actions;
- Reviews previous military and civilian service and determine creditability; notify the NSSC CS HR Specialist when the records contain complex service history (e.g., breaks in service, LWOP and questionable coverage, etc.);
- Reviews and signs all beneficiary forms that are submitted with Retirement packages and ensures forms are filed according to OPM's Guide to Personnel Recordkeeping;
- Requests missing documentation from employees (e.g., Social Security Earnings, completed deposit receipts, etc.);
- Determines the inclusion of documents supporting unrelated personnel actions and initiate supplemental forms depending upon the nature of action being processed (e.g., Social Security statement, SF 50 showing initial FEGLI

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 33 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

coverage, Tennessee Valley Authority (TVA) documents, etc.);

- Processes returned forms from survivors of deceased NASA employees;
- Follows up with required agencies to ensure completion of payout for survivors of deceased NASA employees;
- Works with appropriate agencies (e.g. DOI, MetLife, OPM, TSP etc.) to resolve inquiries and requests to ensure the employee is receiving the appropriate benefits coverage and/or premium charges and correct errors when detected prior to retirement; and
- Ensures that disability retirements are tracked and OPM's process is followed.

Service Level Indicator:

- 90% of retirement estimate requests are completed within 15 business days.
- 90% of expedited retirement actions are processed by close of business the next business day after receipt of the request. (Definition of an Expedited Action - Retirement applications that must be expedited because the employee is retiring within 7 business days.) Conditions: Meeting this SLI is predicated on receipt of a complete retirement application package.

Web: www.nssc.nasa.gov/retirement

3.3.3 On-Boarding / In-Processing

Provides the employee with a single POC throughout their in-processing process. The NSSC:

- Schedules an appointment to provide benefits, forms, drug testing, financial disclosure, Entrance on Duty System (EODS) and relocation counseling to the applicant/employee based on their appointment type;
- Seeks answers and information from other functional areas and provide the information/responses to the applicant/employee, e.g., relocation reimbursement, Center and salary related questions;
- Follows up with applicant/employee for missing in-processing forms;
- Ensures in-processing forms are complete and current in WTTS/EODS; and
- Accesses the applicant/employee's record in WTTS to gather information and documentation to build their eOPF.

Service Level Indicator: Not applicable.

Web: www.nssc.nasa.gov/in-processing

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 34 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

3.3.4 Civilian and Military Deposit Processing

Supports processing of Civilian Deposits/Redeposits, Military Deposits, establishment of Voluntary Contribution Accounts, and continuation of payments of Military Deposits that were initiated at a prior agency. The NSSC:

- Informs employees and other appropriate parties of the necessary forms, and/or method to apply to make a deposit (military and civilian) and/or redeposit;
- Calculates and provides deposit and/or redeposit estimates to employee;
- Reviews and processes applications for deposit (military and civilian) and/or redeposit; and
- Requests missing documentation from employees (e.g., RI 20-97, DD 214, Academy Transcripts, etc.).

3.3.5 Administration of Leave Donor, Leave Bank, and Advanced Sick Leave Programs

The NSSC administers the Advanced Sick Leave, Voluntary Leave Transfer and Voluntary Leave Bank Programs utilizing caseworkers to provide the employee with a single POC throughout the process. The NSSC:

- Manages all aspects of the process to ensure identification of the participant, receipt and completion of documents, appropriate tracking and routing, systems processing and accurate record keeping;
- Receives requests/extensions and medical documentation from employee and/or employee's supervisor and document requesting employee's current leave balances;
- Prepares the completed request for appropriate supervisor's approval/denial. Upon approval/denial, the SP shall provide requesting employee's supervisor and NSSC Payroll with final disposition and documentation of request;
- Accepts and processes automated leave donor applications for recipients who are approved for participation in the voluntary leave donor and leave bank programs;
- Upon Leave Bank Board approval of a recipient's request, processes the request in the Agency's Time and Attendance system and establish a leave bank recipient account in DOI's FPPS; and
- Seeks answers and information from other functional areas and provides the information/responses to the employee, e.g., LWOP, disability retirement options, etc.

Service Level Indicator: Not Applicable.

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 35 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

Web: www.nssc.nasa.gov/leave

3.3.6 Federal Workers' Compensation Program (FWCP) and Unemployment Compensation (UC)

Provides general administrative, advisory, and transactional support for employee federal workers' compensation benefits. The NSSC provides support for UC, as needed. Upon specific requests by the Center HR POCs, the NSSC prepares a summary of benefits for use in litigation and /or civil complaints and grievances.

3.3.6.1 FWCP Case Management

Provides support including all administrative aspects regarding FWCP Case Management. The NSSC:

- Advises employees, supervisors, selectees, and other authorized parties on Office of Workers' Compensation Program (OWCP) entitlements and benefits, necessary forms, and/or method to enroll, file, and/or claim benefits;
- Works with appropriate agencies (e.g., DOI, Department of Labor (DOL), and etc.) and Centers to ensure that appropriate monies are being collected and submitted for the employee;
- Works with various Agencies as needed to gather or provide information;
- Advises employees and supervisors of the FWCP Case Management process and answers questions about the status of the claim;
- Submits quarterly OWCP reports and maintain records for all appropriate NASA injury and illness forms, and other claims reports as requested by the Agency Workers' Compensation Manager;
- Reviews enrollment and claim forms to ensure appropriate entitlement, completeness, accuracy, and receipt of necessary documentation;
- Tracks all FWCP Claims and maintain contact with the employee regarding the submission of the application and FWCP case;
- Requests missing documentation from employees (e.g., medical documentation);
- Ensures employees are being credited correctly for Continuation of Pay (COP) in NASA's time and attendance system;
- Maintains records of employee claims and comply with records retention requirements for closed case files;
- Documents the return-to-work progress for limited duty;
- Periodically reviews cases at the Center's associated OWCP district office. Special efforts shall be taken to document long-term cases;
- Assists the Inspector General (IG) review of documents if a case is forwarded to them for investigation;

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 36 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

- Responds to requests for information from the Agency's Federal Workers' Compensation Manager;
- Reviews chargeback quarterly and annual reports for errors (e.g., incorrect Agency, Center coding and etc.), and corrects, if needed; and
- Ensures case files are organized, up to date, and that documentation is being kept current to coincide with the status of the case.

Service Level Indicator: Not Applicable.

Web: www.nssc.nasa.gov/fewcp

3.3.6.2 Unemployment Compensation

The Federal-State Unemployment Insurance Program provides unemployment benefits to eligible workers who are unemployed through no fault of their own (as determined under State law), and meet other eligibility requirements of State law. The NSSC:

- Updates SF 8 as required;
- Responds to Equifax inquiries;
- Reviews State and DOL quarterly reports for verification of benefits paid and identification of errors to provide an accurate cost reimbursement amount per Center;
- Coordinates and attends unemployment hearings; and
- Refers inquiries to DOI, as appropriate.

Service Level Indicator: Not applicable.

Web: www.nssc.nasa.gov/unempcomp

3.4   Payroll and Time and Attendance Processing

Uses FPPS to perform the pay and personnel functions for Federal employees. In addition, the NSSC uses DOI's Interior Business Center (IBC) Datamart to retrieve historical pay and personnel information as needed and uses the Agency's web-based time and attendance (WEBTADS) system for the electronic delivery to DOI of time and attendance data necessary to process employee payroll.

Unit of Measure: FTE as validated against N2.

Additional Cost Drivers: Processing of prior pay period adjustments has an impact on the processing of payroll. In addition, mandatory audits lead to an increase in workload for payroll processing.

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 37 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

FY17 Service Rate: $41.27

Service Level Indicator:

- Process 99.9% Payroll/Time & Attendance (including pay and leave adjustments) accurately and on-time to the DOI.

Web: www.nssc.nasa.gov/payroll

3.4.1 Employee Payroll

Performs review and validation activities regarding employee salary and benefits payments. The NSSC:

- Validates and reconciles leave, including donated, restored, military, court, annual, sick and other leave;
- Validates requests for compensatory time pay out for Fair Labor Standards Act (FLSA) exempt Federal employees;
- Validates and corrects adjustments resulting from what was paid versus what should have been paid;
- Initiates corrective action for rejected direct deposit information;
- Provides general information services to employees and acts as liaison between employees, the NASA Centers, and DOI for replacement Electronic Funds Transfer (EFT) and check payments, Equal Employment Opportunity (EEO) and negotiated settlements, salary garnishments, and legal requests for Payroll documentation;
- Conducts audit reviews and validations of information contained in employees' payroll files, as requested;
- Scans employee pay record documentation for online retrieval; and
- Initiates NASA employee's overseas attributes in FPPS, periodically updates and returns NASA employee's attributes back to a U. S. payroll standard.

3.4.2 Time & Attendance

Performs review and validation activities of time and attendance information for Federal employees. The NSSC:

- Validates receipt and proper certification of complete time and attendance information ('timecard') for each employee bi-weekly. Informs employees and/or certifying officials of missing timecards.
- Submits NASA's time and attendance data to DOI for bi-weekly processing. Validates that the information has been accepted and will be processed by DOI. Informs NASA of the status of bi-weekly time and attendance processing prior to

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 38 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

the deadline for receipt by DOI; and

- Generates, validates, and distributes time and attendance reports.

3.5 HR and Training Information Systems Development and Maintenance

Supports operations of the Agency-wide automated systems that are used by HR and training programs; provides Website and Web-based tools development/administration and associated graphics support for both Agency and NSSC HR and Websites; and supports NASA HR data users for the full range of HR functions. The NSSC performs operations and maintenance responsibilities for the following systems:

Agency Awards Calendar (AAC)
Agency Calendar Initiative (ACI)
Ethics Program Tracking System (EPTS)
Human Resources Messaging System (HRMES)
NASA Automated Awards System (NAAS)
NASA Employee Profile System (NEPS)
NASA HR Websites
NASA Organizational Profile System (NOPS)
OrgPublisher
System for Administration, Training, and Educational Resources for NASA (SATERN)
Workforce Information Cubes For NASA (WICN)
Workforce Integrated Management System (WIMS)

Unit of Measure: FTE as validated against N2.

Additional Cost Drivers: Center-unique reporting and interface requirements**.**

FY17 Service Rate: $167.65

Service Level Indicator: Not Applicable.

Web: Not applicable.

3.5.1 HR Information Systems

Supports operations of the Agency-wide automated systems that are used by HR and

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 39 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

training programs. Operational support includes HRIS systems including graphical user interfaces and databases; HRIS database schemas, integrations, and integrity; production of customized reports; ad-hoc report requests; automated systems support to HR activities; support and assistance in the development of automated tools and future system enhancements through periodic releases to meet operational requirements. The NSSC provides recommendations to future enhancements for HRIS systems.

3.5.2 HR Training Website Development & Maintenance

Provides Website and Web-based tools development/administration and associated graphics support for both Agency and NSSC HR and Training Websites that are the responsibility of the NSSC HR and training organizations. The Website types will include informational, transactional, and interactive sites.

3.5.3 User Support/Expertise for Center HR Data Users

Supports NASA HR users for the full range of HR functions. The NSSC:

- Advises users on the input and use of HR system data;
- Advises and assists users in the correction and resolution of data errors;
- Advises and assists users in application problem resolution;
- Provides system application training on NSSC hosted and/or supported HR systems including future enhancements, system implementation, and transitions to all NASA users via online, virtual, or instructor lead training sessions;
- Provides report training using Agency established reporting systems;
- Develops and maintain training materials (i.e., desk guides, user guides) for Human Resources Information Systems (HRIS);
- Establishes and maintains system/application accounts; and
- Establishes and resets system passwords.

3.6   Personnel Action Processing

Supports HR transaction processing and related records to produce updated:

- SES data;
- OPF data;
- SF-50 (Notification of Personnel Action) data;
- Non-OPF data or data not recorded on SF-50; and
- Data requested through the use of spreadsheets.

Unit of Measure: Each employee and/or position change which may or may not create

NSSC Catalog	NSCAT-1100-0006	Basic Version 1.0
	Number	
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 40 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

a SF-50 that is processed in the FPPS. The unit of measure does not include system generated actions that are created, generated, and completed through an automated system (e.g., NAAS, FPPS, and Employee Express); corrections caused by NSSC error, retirement actions, and death actions. However, the unit of measure does include system generated actions if the action enters the Servicing Personnel Office Mass Prints Process (SPPR) box within FPPS requiring manual intervention (e.g., awards with the same effective date, pay adjustments for those employees on retained pay, etc.). Centers may still utilize the spreadsheets to submit work to the NSSC; however, each action (SF-50 or non-SF-50) processed is defined as an individual transaction.

Additional Cost Drivers: Complex/multi-year corrections and expedited, late, and incomplete actions/packages.

FY17 Service Rate: $56.03

Service Level Indicator:

- 97% of personnel transactions that are received at the NSSC by the established deadline are processed within 5 business days from the effective date.
- 97% of personnel transactions are processed accurately as defined by regulations and references.

Web: https://www.nssc.nasa.gov/pap

3.7   eOPF Maintenance and Record Keeping

Performs maintenance of eOPF including:

- Maintaining all information, forms, and data that comprise the OPF;
- Administering the eOPF system for NASA employees;
- Establishing initial NASA accounts and adjusting access levels upon formal request;
- Serving as the custodian of employee records;
- Establishing, maintaining, purging, transferring, and arranging files for archiving;
- Inserting appropriate documents;
- Purging documents, as necessary, to meet regulatory and NASA guidance;
- Producing reports; and
- Providing SF-75 (Request for Preliminary Employment Data) information, as required.

Unit of Measure: FTE as validated against N2.
Additional Cost Drivers: Non-receipt of requested OPFs (requires frequent follow-

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 41 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

ups).

FY17 Service Rate: $16.86

Service Level Indicator:

- 90% of documents will be filed in the employee's eOPF within 15 business days of receipt at the NSSC or after being processed by the NSSC.

Web: www.nssc.nasa.gov/eopf

3.8   Financial Disclosure Processing

Provides support to Agency ethics offices, HR offices, and financial disclosure filers for Office of Government Ethics (OGE) Form-450, the Public Financial Disclosure Report OGE Form-278, and the Periodic Transaction Report OGE Form 278-T filing processes through use of EPTS and related services. Utilizing EPTS, the NSSC:

- Identifies filers based on the information identified in the FPPS;
- Maintains, sends and stores notifications;
- Processes and stores forms;
- Offers easy-to-use electronic signature to filers and approving officials; and
- Provides detailed ethics reporting.

Unit of Measure: OGE-450, OGE-450A, OGE-278, and OGE 278-T Forms Filed.

FY17 Service Rate: $30.92

Service Level Indicator: Not applicable.

Web: www.nssc.nasa.gov/financialdisclosures

3.9   Online Course Management

Supports the development, testing, and deployment of online training content in the SATERN environment. Testing includes validation of Sharable Content Object Reference Model (SCORM) / Aviation Industry CBT [Computer-Based Training] Committee (AICC) conformance, Section 508 compliance, and SATERN supported desktop/browser configurations for all supported processes.

The four major processes include:

- Conversion of Center/discipline provided course materials into a computer based

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 42 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

online training course;

- Updating of new and existing online course content;
- Validation testing, troubleshooting, and upload of Center/discipline provided online courses; deactivations; online course customer support, SATERN catalog maintenance, and
- Maintaining technology requirements for external development activities/vendors.

Unit of Measure: Hours required to complete course conversion, update, test, and upload to the SATERN learning management system.

Additional Cost Drivers: Multiple customers reviews, multiple changes to course content requirements, as well as changes to the SATERN environment and/or supported browsers that affect course operations.

FY17 Service Rate: $168.19

Service Level Indicator: Not applicable.

Web: https://www.nssc.nasa.gov/onlinetraining

3.10 Training Purchases

Supports the award and administration of external and internal training purchases. These purchases are made by Government Contracting Officers using purchase orders, delivery orders, interagency agreements and purchase cards.

3.10.1 Off-site Training Purchases

Completes student registration and procurement for Center-approved off-site training requests. The NSSC:

- Provides authorized training forms for academic billing;
- Contacts vendors, procures seats, and registers employees for courses; and
- Utilizes bulk purchasing when possible and leverages vendor discounts.

Unit of Measure: Off-site individual training registrations resulting in a purchase and Center cancellations when the cancellation is received after purchase has been completed.

FY17 Service Rate: $127.25

Service Level Indicator:

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 43 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

- 90% of registration and procurement documentation shall be completed accurately within 5 business days of approved training request.

Web: www.nssc.nasa.gov/offsitetraining

3.10.2 On-site Training Purchases

Internal training is defined as training where the instruction takes place on-site. The NSSC:

- Prepares checklists, file documentation templates, and forms;
- Reviews sole source justifications and Statements of Work (SOWs) for adequacy and coordination with Center Training Officers when revisions are necessary;
- Maximizes awards to Small Businesses, Small Disadvantaged Businesses, Women-owned Businesses, Service Disabled Veteran Owned Small Businesses and HUBZone (Historically Underutilized Business Zone) Businesses;
- Prepares synopsis files for posting on the NASA Acquisition Internet Service (NAIS), when required. Likewise, the SP shall prepare files for posting on General Services Administration (GSA) e-Buy or Solutions for Enterprise-Wide Procurement (SEWP). After award, when applicable, posts sole source documentation to FedBizOpps (Federal Business Opportunities);
- Prepares Request for Quotes (RFQs) and soliciting quotes from training vendors;
- Follows up with Center Training Officers when training schedules changes, classes are not available, or a cancellation is required;
- Evaluates quotes to include coordination of technical evaluations with Center Training Officers and the determination of price reasonableness;
- Consults with requester for final vendor selection;
- Verifies that vendor is not listed on the Excluded Party list in System for Award Management (SAM);
- Manages the automated registration for internal NASA and Center courses;
- Performs market research to identify and recommend potential training providers;
- Researches and validates course and vendor data for training requests submission;
- Validates cancellation requests for processing;
- Prepares modifications to add or reduce the number of learners, changes date or location, cancels classes, and/or de-obligates funds.
- Assembles file documentation required for the purchase;
- Creates purchase orders in SAP using the "outside buyer" role;
- Distributes copies of award documents;
- Generates and maintains an electronic record of monthly internal training awards and modifications by value and type of award or modification;

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 44 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

- Performs post-award administration on purchase orders to include processing invoices for certification and payment by NSSC FM; and
- Assists in award file closeout activities.

Unit of Measure: Training purchases awarded.

FY17 Service Rate: $685.41

Web: www.nssc.nasa.gov/onsitetraining

3.10.2.1 On-site Training Purchases Less Than $25K

Service Level Indicator:

- 90% of award packages are prepared for Contracting Officer's action and signature within 7 calendar days of receipt of the complete technical package.

3.10.2.1 On-site Training Purchases Greater Than $25K

Service Level Indicator:

- 90% of award packages are prepared for Contracting Officer's action and signature within 25 calendar days of receipt of the complete technical package.

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 45 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

4.0 PROCUREMENT SERVICES

The NSSC provides a variety of PR services across NASA to satisfy the evolving acquisition needs of the Agency. The NSSC provides Agency-wide services in support of the award and administration of grants and cooperative agreements; the award and administration of SBIRs/STTRs; the award and administration of Agency contracts; and the performance of general Agency PR services. The award and administration of Grants and Cooperative Agreements are consolidated into one service rate but detailed individually below. Likewise, the award and administration of SBIR and STTR contracts are also consolidated into one service rate but detailed individually below.

4.1 NASA Procurement Programs Support

Provides Agency procurement services to HQ and Center procurement and technical staffs in a variety of procurement support functions.

Unit of Measure: FTE as validated against N2.

FY17 Service Rate: $52.15

Service Level Indicator: Not Applicable.

4.1.1 Federal Acquisition Certification in Contracting (FAC-C)

Supports the General Schedule (GS) 1102 Training Program by procuring and scheduling training courses required for FAC-C. The NSSC serves as the POC for contract specialists in the Agency 1102 training program. The NSSC also coordinates the Agency FAC-C by receiving and reviewing FAC-C applications and forwarding the acceptable applications to HQ for approval. Upon HQ approval, the NSSC issues certificates to the contract specialist.

Web: www.nssc.nasa.gov/1102-training

4.1.2 NASA Federal Acquisition Certification for Contracting Officer's Representative (FAC-COR) Program

Manages the NASA FAC-COR Program. The NSSC:
- Maintains a Web-accessible database of all certified CORs in the Agency;
- Tracks continuous learning progress for all certified CORs to ensure compliance with the 40 hours of continuing education required every two years;
- Tracks attendance for Agency COR courses so that newly certified CORs are

| Responsible Office: Support Operations Directorate |
| **SUBJECT: NSSC FY17 Services Catalog** |

quickly added to the database; and

- Works with the HQ FAC-COR Program Manager to implement policy or program changes.

Web: http://prod.nais.nasa.gov/portals/pl/contr_tech_rep.html

4.1.3 NASA Purchase Card Program and Center Purchase Card Coordinator

Supports the NASA Purchase Card Program. The NSSC functions as the Agency Lead Purchase Card coordinator; and:

- Serves as the contracting officer for NASA's Purchase Card contract with GSA;
- Provides oversight of Purchase Card Program through Agency purchase card managers;
- Develops best practices and procedures for the Purchase Card Program;
- Ensures Purchase Card managers are properly trained and fulfill requirements set forth by the Office of Management and Budget (OMB), GSA, and NASA;
- Develops and implements an Agency Purchase Card Audit Program;
- Maintains content of Agency-wide online training course;
- Supports HQ in developing and improving procedures, circulars, plans, reports, and assessments on Purchase Card activities internally and outside the Agency;
- Manages the Agency-wide Purchase Card Website;
- Coordinates internal audits on Purchase Cards with responsible lead office at HQ; and
- Serves as focal point for report submissions and interactions with OMB, GSA, and other Federal agencies.
- For Centers that elect to transition the management of their Purchase Card Programs to the NSSC, the NSSC provides all Center-level management and oversight activities that would normally be performed by the Center Purchase Card Coordinator.

Web: https://www.nssc.nasa.gov/purchasecard

4.1.4 Validation and Verification of Contract Audit and Administration Services (CAAS)

Supports the Agency's efforts in the validation and verification of CAAS provided by the Office of Naval Research, Defense Contract Management Agency, and Defense Contract Audit Agency.

Web: Not applicable.

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 47 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

4.2 Award and Administration of Grants and Cooperative Agreements

The NSSC is responsible for awarding and administering over 98% of the Agency's grants and cooperative agreements.

Unit of Measure: Number of open instruments with an active period of performance during the month billed.

Additional Cost Drivers (Award of Grants and Cooperative Agreements):
Additional assurance and certification requirements and incomplete technical requirements packages for new Grant awards require additional effort by NSSC staff. Necessary documentation includes: adequate budget detail to support the cost proposal; NASA technical officer evaluation of the proposal; additional required documentation for unsolicited proposals (i.e., Justification for Acceptance of an Unsolicited Proposal document); copy of the selection letter (if applicable); recipient's certifications; copy of the Broad Agency Announcement (BAA), NASA Research Announcement (NRA), Announcement of Opportunity (AO), Cooperative Agreement Notice (CAN) solicitation announcement (cover page only), etc. Centers may reference NSSC Form 0025 (Grant/Cooperative Agreement Technical Requirements Package Transmittal Form) for a complete list of the required documents when submitting a technical requirements package. The independent review of all unsolicited and single-source proposals and the support for ongoing Office of the Inspector General (OIG), Government Accountability Office (GAO), and internal NASA audits also require NSSC procurement staff resources.

FY17 Service Rate: $98.22

Service Level Indicator:

- 90% of award packages are prepared within 29 calendar days of receipt of a complete requirements package.

Web: www.nssc.nasa.gov/grants

4.2.1 Award of Grants and Cooperative Agreements

Supports NASA programs in the award of Grants and Cooperative Agreements in accordance with the NASA Grant and Cooperative Agreement Handbook.

The NSSC:

- Performs pre-award and post-award actions for both competitive and non-competitive awards;

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 48 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

- Supports NASA HQ Office of Procurement Sponsored Research Business Activity (SRBA) with assistance in Grant policy and system requirements definition;
- Provides support to NASA HQ Office of Procurement to ensure that all policy changes are properly planned, communicated, and implemented at the NSSC.
- Recommends changes to Grant policy (Grant and Cooperative Agreement Handbook issues/updates);
- Participates on HQ Grants Steering Committee;
- Troubleshoots electronic interface issues with NASA Solicitation and Proposal Integrated Review and Evaluation System (NSPIRES), Grants.gov, and Contract Management Module;
- Recommends changes to "The Guidebook for Proposers Responding to a NASA Research Announcement;" and
- Maintains and updates content of the Grants Status Website.

4.2.2 Administration of Grants and Cooperative Agreements

Supports NASA programs in the administration of Grants and Cooperative Agreements in accordance with the NASA Grant and Cooperative Agreement Handbook. The NSSC performs administrative actions to include:

- Awarding funding and administrative supplements;
- Processing Principal Investigator transfers;
- Processing cancellations;
- Approving foreign travel, equipment purchases, and re-budgeting requests;
- Providing A-133 audit finding resolutions and issuing management decisions;
- Managing receipt of annual and final reports (reminders and delinquent notices);
- Monitoring zero costing and suspicious drawdowns identified by PMS;
- Monitoring receipt and acceptance of delegations; and
- Monitoring submittal of indirect rate proposals by organizations with no negotiated indirect rates.

4.3 Award and Administration of SBIR/STTR Contracts

The NSSC is responsible for awarding and administering Phase One, Phase Two, and Phase Three SBIR/STTR contracts for NASA.

Unit of Measure: Number of open instruments with an active period of performance during the month billed.

FY17 Service Rate: $323.10

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 49 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

Service Level Indicator:

- 95% of the new Phase I awards made within the award schedule prescribed by the SBIR Program Management Office (PMO) and approved by Small Business Administration (SBA).

Web: www.nssc.nasa.gov/sbir

4.3.1 SBIR/STTR Solicitation Formulation and Selection

Supports the SBIR and STTR Program Management Office during pre-award by:

- Assisting in the preparation and review of the solicitation;
- Posting pre-solicitation synopsis on FedBizOpps;
- Creating contract templates;
- Requesting and drafting waivers and deviations when necessary;
- Establishing new policies and procedures; and
- Providing information to the Source Selection Official to assist with selections.

4.3.2 Award of SBIR/STTR Contracts

The NSSC supports the SBIR and STTR programs by serving as the Procurement Manager for all 10 NASA Centers and by awarding all Phase I, Phase II and Phase III SBIR and STTR contracts.

The NSSC:

- Awards contracts for Phase I, Phase II, Phase II-E, Phase II-X Phase III acquisitions;
- Provides support to the Acquisition Integrity Program Office;
- Serves as liaison for OIG inquiries;
- Provides support to NASA HQ Office of Procurement by ensuring that all policy changes are properly planned, communicated, and implemented at the NSSC;
- Assists with the development of SBIR/STTR policy (issuing Procurement Notices/Procurement Information Circulars);
- Participates on SBIR/STTR monthly Video Teleconferencing System (ViTS) (provides charts and presents data);
- Troubleshoots issues with the Electronic Handbook (EHB) and Contract Management Module (CMM);
- Provides assistance with interpretation of contract clauses; and
- Responds to protests.

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 50 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

Additional Cost Drivers: Delayed selection of CORs requires additional level of effort and, in some instances, duplicate efforts. The large number of audits and investigations conducted by the NASA OIG, the OIGs of other Agencies and the offices of various Assistant US Attorneys has increased the workload under the SBIR Program requiring more detailed cost/price analysis, increased documentation requirements, additional internal controls, and responses to numerous data calls.

4.3.3 Administration of SBIR/STTR Contracts

The NSSC administers all SBIR and STTR contracts awarded by the NSSC. NSSC administrative support includes:

- Negotiating supplemental agreements;
- Exercising options;
- Conducting virtual site visits;
- Processing funding modifications;
- Reviewing and approving invoices;
- Reviewing and processing no-cost extensions;
- Following-up on late deliverables;
- Completing past performance evaluations in Contractor Performance Assessment Reporting System (CPARS);
- Cancelling or terminating contracts;
- Monitoring of available funds; and
- Processing suspension and/or debarment documentation.

Additional Cost Drivers: Increased administrative oversight resulting from OIG audit recommendations. Untimely reviews and acceptance of deliverables and/or progress reports in the EHB by the COR causes delays in the approval of invoices and increased administrative costs due to the need for additional follow-up and contact by the contracting officer along with the potential for incurring late interest payments. Exercising options requires the recipient to either identify a source of matching funds or have a Center provide matching funds through the award of a Phase III contract. NSSC Contracting Officers often cannot complete the exercise of an option because recipients are unable to secure matching funds in a timely manner. When Centers provide matching funds, the NSSC has to wait for the award of a Phase III contract to be completed before the option can be exercised.

4.4 Agency Contracting Services

Provides Agency contracting services addressing several areas. The NSSC is an Agency leader, supporting NASA strategic sourcing initiatives through the award, administration, and utilization of Agency-wide contracts to satisfy common Agency

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 51 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

requirements. The NSSC awards and administers new and ongoing Agency-wide contracts and actively identifies new strategic sourcing opportunities to meet NASA's continuing needs. Funding sources include Center Management and Operations (CMO) and Agency Management and Operations (AMO). Current Agency contracts can be located here: https://www.nssc.nasa.gov/agencycontracts

Unit of Measure: FTE and WYE as validated against N2.

FY17 Service Rate: $99.36

4.4.1 Award of Agency-wide Contracts

The NSSC's Agency Contracting Program furthers NASA's commitment for the creation and utilization of "Agency" contracts to satisfy common Center requirements and supports the Agency's Strategic Sourcing Program. Agency Contracting can operate on many levels, including: multiple center, single center, and Agency/government-wide, depending on the commodity or service being acquired. The Agency Contracting Program aims to identify and logically group together similar requirements so that they may be procured more efficiently and effectively, resulting in lower overall unit pricing, fewer contract administration resources, and reduced transactional costs.

Service Level Indicator: Not Applicable.

Web: www.nssc.nasa.gov/agencycontracts

4.4.2 Administration of Agency-wide Contracts

The award and administration of contracts for services that are used throughout the Agency. These instruments are usually either Indefinite Delivery, Indefinite Quantity (IDIQ) contracts or blanket purchase agreements that allow Centers to issue individual delivery orders for specific requirements or permit the NSSC to issue delivery orders on behalf of the Centers. Services purchased on behalf of the Agency include: contract closeout and procurement support services; relocation and household goods movement services; Agency memberships to professional organizations, and COR training. The NSSC also awards and administers interagency agreements for services that are used throughout the Agency.

Service Level Indicator: Not Applicable.

Web: www.nssc.nasa.gov/agencycontracts

4.4.3 Enterprise IT Services Contracts

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 52 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

The NSSC administers the contracts and orders that comprise the Agency's Enterprise IT Services Program. These contracts and orders, Agency Consolidated End-user Services (ACES), NASA Integrated Communications Services (NICS), Enterprise Applications Service Technologies 2 (EAST2), and Networx Telecommunications Circuits, were established to reduce cost, increase efficiencies, implement consistent operational procedures and improve IT security across the Agency.

Service Level Indicator:

- 90% of Request for Proposals for proposed contract changes or new services are issued within 10 business days of receipt of a complete requirements package.
- 90% of modifications to add new telecommunication services prepared for signature within seven business days after receipt of completed requirements package.
- 90% of incremental funding modifications prepared for Contracting Officer's signature within five calendar days of receipt of funding document.

Web: www.nssc.nasa.gov/agencycontracts

4.4.4 Enterprise License Management

The Enterprise License Management (ELM) Team provides support for the discovery, analysis, establishment, and management of Agency enterprise licensing. The ELM Team works to consolidate software license contracts resulting in reduced administrative costs and best value pricing models. The current ELM Portfolio can be located at: ELM Portfolio. Services include:

- Coordination with Center/Agency Information Technology Asset Managers (ITAM) to identify software assets and to define future software requirements at the Center level;
- Negotiation of Economy of Scale pricing for selected software and IT seat management;
- Maintenance of licensing, Consolidated Contracting Initiative (CCI), and seat management activities; and
- Award and administration of multiple Agency-wide software contracts.

Service Level Indicator: Not Applicable.

Web: www.nssc.nasa.gov/elmt

4.5   Simplified Acquisition Threshold (SAT)

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 53 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

The NSSC is responsible for awarding and administering select simplified acquisition purchase orders at or below $150,000 for the Agency. Simplified acquisition purchases currently excluded for NSSC award and administration are:

- Purchases made using the Government purchase card, unless the purchase card function has been delegated to the NSSC;
- New awards with a potential value over $150,000;
- New IDIQ contracts or BPAs that permit the award of orders with a potential value over $150,000;
- Orders under $150,000 issued against an IDIQ contract or BPA retained by the Center (this does not include orders issued against any of the SEWP contracts);
- Interagency Agreements under $150,000;
- SBIR/STTR Phase III contracts under $150,000 that are retained by the Centers;
- Grants under $150,000 that are retained by the Centers;
- Orders under $150,000 for construction, facility repair or A&E services (PSC codes "C1", "C2", "Y", and "Z"); and
- SAT purchases made by institutional support contractors on behalf of the Center.

Additional Cost Drivers: Incomplete packages resulting in additional time to make award, requirements office responsiveness in completing technical evaluations, delays in the invoice approval process, large numbers of expedited purchases, multiple changes to the requirement, vendors that are not registered in SAM and unique contract terms or conditions that must be negotiated.

Unit of Measure: Number of SAT Awards

FY17 Service Rate: $1,205.54

Service Level Indicator:

- 30 days from receipt of complete PR Package to Award for all requests not requiring a synopsis
35 days from receipt of complete PR Package to Award for all requests requiring a synopsis.

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 54 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

5.0 ENTERPRISE SERVICES

The NSSC provides enterprise IT services in support of the Agency CIO Programs and government-wide data center initiatives. Enterprise customer support includes technical support, enterprise technical solutions, account management tools, service ordering portals, and online chat (future capability). Enterprise solutions supports business transformation and IT is at the center of these transformations and needs solutions to handle change rapidly and seamlessly. Enterprise IT Services help you create efficiencies across people, processes, and technologies.

5.1 Enterprise Service Desk

The ESD consists of a Tier 1 Service Desk and Tier 0 Website that support the Agency's Enterprise IT Services Program, (formerly the IT Infrastructure Integration Program (I3P)) and other Center-specific and program-specific initiatives.

Tier 1 Service Desk

The ESD is a 24X7X365 resource for reporting and receiving resolution for help tickets. The ESD is able to answer many frequently-asked questions from its extensive knowledge base containing articles generated within the ESD and by Enterprise IT Services Tier 2/Center or Program providers. In cases when support is needed at a specific location, or a ticket requires more advanced knowledge, ESD coordinates with the appropriate provider to ensure resolution is received. The ESD distributes customer satisfaction surveys and reports the results for resolved incidents.

Tier 0 Website

The ESD provides a Web interface offering program managers and end users a variety of online services.

Self Help

With the ESD's Tier 0 Website, end users can access hundreds of knowledge articles, submit a help ticket, and check the status of a ticket. Service owners can create knowledge articles for ESD agents and Tier 0 end users.

The Tier 0 site is customized to each user. Behind the NASA firewall, no login is required when using Internet Explorer or Firefox. Log in using your NASA Launchpad credentials if you are using another browser or are outside of the firewall.

Service Ordering

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 55 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

End users can browse or search for a desired item in the ESD catalog, add it to a cart, and check out when they have found everything they need.

ESD grants access to service owners (or their delegates) to the Service Definition Repository (SDR) to define, test, and publish services within the catalog. Services can be Agency-wide or limited to a specific Center. Approval workflow for each service offered comes standard, including cost approval, if desired. Up to three Center approvals may be required (Organization, IT Representative and Center Resource). Service Owners have the ability to bundle services to simplify end-user ordering. ESD distributes customer satisfaction surveys and reports the results for resolved orders.

Notifications

Service Owners or delegates receive 24X7X365 Web access to the ESD notifications tool, which is used to issue notifications of outages or other events that will affect end users. End users can subscribe to receive notifications and view those that have been sent. Notifications are displayed on the ESD Website and/or sent via e-mail to subscribers, an entire Center, or the entire Agency.

Unit of Measure: Number of FTE and WYE as validated against N2.

Additional Cost Drivers: Changes in requirements for the IT Enterprise contracts, as well as additional services provided for Centers and MDs can drive additional operational requirements and the need for additional staffing.

FY17 Service Rate: $185.21

Service Level Indicator:

- 80% of customer calls are answered within 60 seconds.
- 90% Customer Satisfaction Rating.
- The call abandonment rate shall be less than 7%.
- 95% of routine customer ESD inquiries received by ESD are resolved on the initial contact (call, Tier 0, e-mail). Routine is defined as a knowledge article exists to resolve the inquiry.
- 65% of routine customer are resolved on the initial contact (call, Tier 0, e-mail) for contract year one (1) and 70% for contract year two and beyond. Routine is defined as a knowledge article exists to resolve the inquiry.
- 90% of incidents submitted via Tier 0 are escalated or resolved by ESD within two hours of receipt.
- 90% of incidents submitted via e-mail are escalated or resolved by ESD within 12 hours of receipt.

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 56 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

Web: https://esd.nasa.gov

5.1.1 ESD

Enterprise IT Services has transformed NASA's IT Infrastructure services from a Center-based model to a standard, enterprise-based management and provisioning model shared across the Agency. The scope of Enterprise IT Services is broad, entailing consolidation and central management of Enterprise services in the areas of Tier 0/1 service desk and ordering, Web services and technologies, enterprise business and management applications, integrated network/communications services and end-user services. The NSSC provides the Agency ESD in support of NASA's Enterprise IT Services program.

The ESD at the NSSC provides a Single Point of Contact (SPOC) for incident management in the Enterprise IT Services environment and a single ordering system for requesting Enterprise IT Services. Enterprise IT Services have been categorized into three different portfolios:

- ACES;
- NICS; and
- Web Enterprise Services Technologies (WEST).

The scope of the ESD includes:

- Providing a SPOC for initial reporting of incidents related to Enterprise IT Services;
- Providing a SPOC for ordering of Enterprise IT Services;
- Collecting SLI-based performance metrics for Enterprise IT Services using the ESD support systems and databases;
- Managing notifications for planned/unplanned outages/changes affecting Enterprise IT Services; and
- Issuing and reporting Enterprise IT Services surveys.

5.1.2 Enterprise Service Desk Supplemental Services to Centers and Programs

The ESD is available to provide full Service Desk capabilities for services provided by Center programs to Center and Agency users at no additional charge. These Center services may or may not be IT-related.

ESD support includes licensed ServiceNow access for Center or Program support staff to work incidents within a single ServiceNow queue for any incident not resolved at Tier 0/1. Additional ServiceNow queues can be added for additional negotiated one-time

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 57 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

cost. Personnel at Center or Program Offices will receive incident tickets within ESD ServiceNow in accordance with directions provided in knowledge articles.
The ESD Tier 0 Website and the ESD Notification Tool are also available with no extra charge to Centers and Programs. Centers can add services (Service Definition) to the catalog for a negotiated one-time fee.

5.2   National Center for Critical Information Processing and Storage (NCCIPS)

NCCIPS is a Tier III-equivalent federal shared services data center (as defined by the Uptime Institute) designed for sensitive and secure data processing and storage. NCCIPS provides the following infrastructure/services:

- Five Layer Security – Buffer Zone/perimeter fencing, armed security at all gates, roving armed guards, 24x7x365 facility armed guard, and NCCIPS internal Access Control systems;
- Dedicated commercial power substation with dual 40MVA transformers and access to three separate National Power Grids;
- Power infrastructure fully redundant from the National Power Grid down to the racks on the floor;
- Diesel generator backup with ample diesel fuel onsite;
- Ample chilled water cooling capacity supported by a fully redundant chilled water distribution system;
- Robust fiber network infrastructure with multiple, discreet communication paths;
- Expert IT staff with a proven track record of uninterrupted service;
- 24x7 facility operations staff monitoring; and
- FE-25 clean agent fire suppression.

Service Level Indicator: Not Applicable.

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 58 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

6.0 AGENCY BUSINESS SUPPORT SERVICES

Provides business support services to the Agency as required.

6.1 IT Business Services

The NSSC Budget and Accounting Division provides IT business services support to the Agency CIO Enterprise Services contracts to include: ACES, EAST2, WESTPRIME, NICS, and Networx Delivery Orders. The composition of the IT Business Services Support is built around two main activities:

- Working Capital Fund administration;
    - o Budget Formulation support;
    - o Resources Management and IPAC Processing;
    - o Billing;
    - o Cost; and
    - o Invoice/Voucher Reconciliation.

Agency Consolidated Contract Services	Funding Sources
ACES	Working Capital Fund
EAST2	Working Capital Fund
NICS	Working Capital Fund
NETWORX Delivery Orders	Working Capital Fund
WESTPRIME	Working Capital Fund

Unit of Measure: Number of FTE and WYE as validated against N2.

Additional Cost Drivers: No notable cost drivers at this time.

FY17 Service Rate: $44.94

Service Level Indicator: Not Applicable.

Web: www.nssc.nasa.gov/i3pbo

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 59 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

7.0 CROSS-CUTTING SERVICES

Cross-functional services support all of the services provided by the NSSC. These include the operation of a CCC and Document Imaging. These services are not separately priced but are allocated to the services costs based on a projected usage model.

7.1 Institutional IT

These services are not separately priced but are allocated to the FM, HR, PR, ITS, and ABS services.

Service Level Indicator:

- NSSC Systems Uptime: 99.95%.
- NSSC Website Availability: 99.95%.

7.2 Customer Contact Center

All contact with the NSSC is handled through the CCC with the exception of Enterprise IT Services related calls which will be handled by the ESD. The NSSC CCC is a disciplined approach to the management of customer interactions for timely resolution of customer issues, for follow-up and feedback on outstanding issues, for identifying process improvements, and for improving customer satisfaction. Contact can be made via:

- Phone (1-877-677-2123);
- Fax (1-866-779-6772);
- E-mail (nssc-contactcenter@nasa.gov); and
- Online (https://www.nssc.nasa.gov/webinquiry).

Unit of Measure: Not applicable.

Primary Cost Drivers: Predominance of CCC contacts are in the HR area, particularly associated with the SATERN system.

FY17 Service Rate: Not Applicable. CCC costs are allocated to services based on prior FY call volume.

Service Level Indicator:

- 85% of routine customer inquiries are resolved on initial contact (call, Tier 0, e-mail) during NSSC business hours. Routine is defined as a knowledge article

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 60 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

exists to resolve the inquiry.

- 80% of customer calls are answered within 60 seconds during NSSC business hours.
- The call abandonment rate shall be less than 7%.

Web: www.nssc.nasa.gov/contactus

7.3 Document Imaging

The NSSC provides effective, efficient, and adaptive document imaging and electronic data management for records related to functional activities. The NSSC offers technology to transfer current, NSSC generated, and NSSC processed documentation to an electronic environment for viewing, storage, retrieval, and distribution via online sources, facsimile, and e-mail. The NASA TechDoc system, developed at Kennedy Space Center, is used as the NSSC document repository.

Unit of Measure: Not applicable. Document Imaging costs are allocated to the services based on prior FY support demand.

Primary Cost Drivers: Majority of hard-copy documents received are AP invoices and supporting documentation.

FY17 Service Rate: Not Applicable.

Service Level Indicator: Not applicable.

Web: Not applicable.

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 61 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

APPENDIX A: Allocation Variables Table

FM

Service	Unit of Measure
Accounts Payable	Invoice Payments and IPAC Payments (including FI invoices)
Accounts Receivable	Billings, Write-offs, and Collections: Direct and Reimbursable
Fund Balance with Treasury	Travel Payments, Accounts Payable, and Accounts Receivable collections
Change of Station Travel	COS Voucher Payments, RIT allowance, and ITRA Voucher Payments
Domestic Travel	Domestic Travel Vouchers and all advances
Foreign Travel	Foreign Travel Vouchers (including reissued payments)
Extended TDY Travel	ETDY Domestic and Foreign Travel Vouchers
Change of Station Relocation Assistance	COS Orders and Amendments
Relocation Services Contract Technical Management and Support	Actual costs
Travel and Fleet Card Services	Cost is captured in all Travel Services Rates

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 62 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

HR

Service	Unit of Measure
Support to Personnel Programs	FTE as validated against N2
Employee Development and Training	FTE as validated against N2
Employee Benefits	FTE as validated against N2
Payroll and Time Attendance Processing	FTE as validated against N2
HR and Training Information Systems	FTE as validated against N2
Personnel Action Processing	PAP transactions
eOPF Record Keeping	FTE as validated against N2
Financial Disclosure Processing	OGE-450, OGE-450A, OGE-278, & OGE 278-T Forms Filed
Online Course Management	Hours required to complete course upload
Off-site Training Purchases	Off-site Individual Training Registrations resulting in a purchase and Center cancellations
On-Site Training Purchases	On-site training classes

PR

Service	Unit of Measure
Procurement Programs Support	FTE as validated against N2
Award and Administration of Grants/Cooperative Agreements	Number of open instruments with an active period of performance during the month billed
Award and Administration of SBIRs/STTRs	Number of open instruments with an active period of performance during the month billed
Agency Contracting Services	FTE and WYE as validated against N2
Simplified Acquisition Threshold (SAT)	Number of purchase orders awarded

Enterprise Services

Service	Unit of Measure

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 63 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

Enterprise Service Desk	FTE and WYE as validated against N2

ABS

Service	Unit of Measure
IT Business Services	FTE and WYE as validated against N2

Cross-Cutting Services

Service	Unit of Measure
Institutional IT	Services are not separately priced but are allocated to the FM, HR, PR, ITS, and ABS services
Customer Contact Center	CCC costs are allocated to services based on prior FY call volume
Document Imaging	Document Imaging costs are allocated to the services based on prior FY support demand

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 64 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

APPENDIX B: Price List

FM

Service	Price
Accounts Payable	$88.40
Accounts Receivable	$55.18
Fund Balance with Treasury	$5.26
Domestic Travel	$32.58
Change of Station Travel	$384.61
Foreign Travel	$384.61
Extended TDY Travel	$384.61
Relocation Services Contract Technical Management and Support	$3,120.13
Relocation Services (GHS and movement of household goods)	Actual Costs
Travel and Fleet Card Services	Cost is captured in all Travel Services Rates

HR

Service	Price
Support to Personnel Programs	$233.88
Employee Development and Training	$69.84
Employee Benefits	$170.72
Payroll and Time Attendance Processing	$41.27
HR and Training Information Systems	$167.65
Personnel Action Processing	$56.03
eOPF Record Keeping	$16.86
Financial Disclosure Processing	$30.92
Online Course Management	$168.19

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 65 of 71

Responsible Office: Support Operations Directorate

SUBJECT: NSSC FY17 Services Catalog

Off-site Training	$127.25
On-site Training	$685.41

PR

Service	Price
Procurement Programs Support	$52.15
Grants Awards and Administration	$98.22
SBIR/STTR Awards and Administration	$323.10
Agency Contracting Services	$99.36
Simplified Acquisition Threshold (SAT)	$1,205.54

Enterprise Services

Service	Price
Enterprise Service Desk	$185.21

ABS

Service	Price
IT Business Services	$44.94
ACES Contract	Actual Costs
EAST2 Contract	Actual Costs
NICS Contract	Actual Costs
NETWORX	Actual Costs
WESTPRIME	Actual Costs

Cross-Cutting Services

Service	Price
Institutional IT	Services are not separately priced but are allocated to the FM, HR, PR, ITS, and ABS services
Customer Contact Center	CCC costs are allocated to services based on prior FY call volume
Document Imaging	Document Imaging costs are allocated to the services based on prior FY support demand

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 66 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

APPENDIX C: Acronyms

Acronym	Description
AAC	Agency Awards Calendar
ABS	Agency Business Support Services
ACES	Agency Consolidated End-users Services
ACI	Agency Calendar Initiative
AICC	Aviation Industry CBT Committee
AMO	Agency Management and Operations
AO	Announcement of Opportunity
AP	Accounts Payable
AR	Accounts Receivable
BAA	Broad Agency Announcement
CAAS	Contract Audit and Administration Services
CAN	Cooperative Agreement Notice
CAB	Centrally Billed Account
CBT	Computer-Based Training
CCC	Customer Contact Center
CCI	Consolidated Contracting Initiative
CDP	Candidate Development Program
CMM	Contract Management Module
CMO	Center Management and Operations
CMS	Competency Management System
COP	Continuation of Pay
COS	Change of Station
COR	Contracting Officer's Representative
CPARS	Contractor Performance Assessment Reporting System
CS	Civil Servant
DHHS/PMS	Department of Health and Human Services Payment Management
DOC	Document
DOI	Department of the Interior
DOL	Department of Labor
DSR	Discontinued Service Retirement
EAST2	Enterprise Applications Service Technology 2
ECQ	Executive Core Qualification

Responsible Office: Support Operations Directorate

SUBJECT: NSSC FY17 Services Catalog

Acronym	Description
EEO	Equal Employment Opportunity
EFT	Electronic Funds Transfer
EHB	Electronic Handbook
ELM	Enterprise License Management
eOPF	Electronic Official Personnel Folder
EODS	Entrance on Duty System
EP	Expert Panel
EPTS	Ethics Program Tracking System
ESCS	Executive and Schedule C System
ESD	Enterprise Service Desk
ETDY	Extended Temporary Duty
FAC-C	Federal Acquisition Certification for Contracting
FAC-COR	Federal Acquisition Certification for Contracting Officer's Representative
FBWT	Fund Balance with Treasury
FFR	Federal Financial Reports
FedBizOpps	Federal Business Opportunities
FEDVIP	Federal Employee Dental Vision Insurance Program
FEGLI	Federal Employees Group Life Insurance
FEHB	Federal Employees Health Benefits
FI	Financial Invoice
FLSA	Fair Labor Standards Act
FLTCIP	Federal Long Term Care Insurance Program
FM	Financial Management
FPPS	Federal Personnel Payroll System
FSA	Flexible Spending Account
FTE	Full Time Equivalent
FY	Fiscal Year
GAAP	Generally Accepted Accounting Principles
GAO	Government Accountability Office

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 68 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

Acronym	Description
GHS	Guaranteed Home Sale
GL	General Ledger
GS	General Schedule
GSA	General Services Administration
HHG	Household Goods
HHS	Health and Human Services
HQ	Headquarters
HR	Human Resources
HRIS	Human Resources Information System
HRMES	Human Resources Messaging System
HUBZone	Historically Underutilized Business Zone
IBA	Individually Billed Account
IBC	Interior Business Center
IDIQ	Indefinite Delivery, Indefinite Quantity
IG	Inspector General
IPAC	Intra-governmental Payment and Collection
IT	Information Technology
ITAM	Information Technology Asset Managers
ITRA	Income Tax Reimbursement Allowance
LMS	Learning Management System
LWOP	Leave Without Pay
MRO	Medical Review Officer
MSC	MacNeal-Schwendler Corporation
NAAS	NASA Automated Awards System
NAIS	NASA Acquisition Internet Service
NASA	National Aeronautics and Space Administration
NASTRAN	NASA Structural Analysis Program
NEBA	NASA Employee's Benefits Association
NEPS	NASA Employee Profile System

NSSC Catalog	NSCAT-1100-0006 Basic Version 1.0
	Number
	Effective Date: October 1, 2016
	Expiration Date: September 30, 2017
	Page 69 of 71
Responsible Office: Support Operations Directorate	
SUBJECT: NSSC FY17 Services Catalog	

Acronym	Description
NICS	NASA Integrated Communications Services
NOPS	NASA Organizational Profile System
NRA	NASA Research Announcement
NSPIRES	NASA Solicitation and Proposal Integrated Review and Evaluation System
NSSC	NASA Shared Services Center
OCIO	Office of the Chief Information Officer
ODEO	Office of Diversity and Equal Opportunity
OHCM	Office of Human Capital Management
OGE	Office of Government Ethics
OIG	Office of the Inspector General
OMB	Office of Management and Budget
OPF	Official Personnel Folder
OPM	Office of Personnel Management
OWCP	Office of Workers' Compensation Program
PAP	Personnel Action Processing
PATRAN	Patches to NASTRAN
PCS	Permanent Change of Station
PIV	Personnel Identity Verification
PMO	Program Management Office
POC	Point of Contact
PR	Procurement
QRB	Qualifications Review Board
RFQ	Request for Quotes
RIT	Relocation Income Tax
SAM	System for Award Management
SAMHSA	Substance Abuse and Mental Health Services Administration
SAP	Systems, Applications, and Products in Data Processing
SAT	Simplified Acquisition Threshold

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 70 of 71

Responsible Office: Support Operations Directorate
SUBJECT: NSSC FY17 Services Catalog

Acronym	Description
SATERN	System for Administration, Training, and Educational Resources for NASA
SBA	Small Business Administration
SBIR	Small Business Innovative Research
SCORM	Sharable Content Object Reference Model
SDR	Service Definition Repository
SES	Senior Executive Service
SEWP	Solutions for Enterprise Wide Procurement
SF	Standard Form
SLA	Service Level Agreement
SLI	Service Level Indicator
SOW	Statement of Work
SP	Service Provider
SPOC	Single Point of Contact
SPPR	Servicing Personnel Office Mass Prints Process
SRBA	Sponsored Research Business Activity
STTR	Small Business Technology Transfer
TCC	Temporary Continuation of Coverage
TCS	Temporary Change of Station
TDP	Testing Designated Positions
TSP	Thrift Savings Plan
TVA	Tennessee Valley Authority
UC	Unemployment Compensation
VERA	Voluntary Early Retirement Authority
ViTS	Video Teleconferencing System
WCF	Working Capital Fund
WEST	Web Enterprise Services Technologies
WICN	Workforce Information Cubes for NASA
WIMS	Workforce Integrated Management System

NSSC Catalog	NSCAT-1100-0006 Number	Basic Version 1.0
	Effective Date:	October 1, 2016
	Expiration Date:	September 30, 2017
		Page 71 of 71
Responsible Office: Support Operations Directorate		
SUBJECT: NSSC FY17 Services Catalog		

Acronym	Description
WTTS	Workforce Transformation Tracking System
WYE	Work Year Equivalent